interview

This interview forms part of an academic research project in support of a Master of Science degree in Information Systems Management at the University of Liverpool. The major aim of the research is to understand how goods-dominant companies in high technology industries structure and manage their services businesses. In particular the interview is intended to understand the current state of the Motorola services portfolio. Your responses will be aggregated with other respondents and treated in strictest confidence. The interview will take approximately 45-60 minutes. The interview is structured – we are asking each participant the same questions. There will be an opportunity at the end to address any topics we did not have a chance to discuss. The interview is CONFIDENTIAL; we will be taking notes, however, input will not be attributed to any individual. Your responses will be anonymously grouped with those of others. This information will be used to help determine key process, structural and alignment improvements necessary in the Global Services organization.

Stakeholder Name:

Stakeholder Organization:

Stakeholder Role:

Interview Date:

Interviewer Name:

Introduction

What is your role in the organization?

How long have you been here?

Where did you work before this role?